

State of Connecticut
DEPARTMENT OF SOCIAL SERVICES
925 HOUSATONIC AVENUE λ BRIDGEPORT, CONNECTICUT 06606

POSTING DATE: November 16, 2006

CLOSING DATE: November 30, 2006

ANTICIPATED OFFICE ASSISTANT VACANCIES

WESTERN REGION - MULTIPLE LOCATIONS

MAY BE UNDERFILLED AT THE LEVEL OF CLERK TYPIST

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE

BARGAINING UNIT: ADMINISTRATIVE CLERICAL (NP-3)

LOCATIONS: BRIDGEPORT, DANBURY, STAMFORD, TORRINGTON AND WATERBURY

SALARY RANGES: OFFICE ASSISTANT - \$34,419.00 - \$45,159.00 ANNUALLY (CL- 13)
CLERK TYPIST: - \$30,859.00 - \$39,008.00 ANNUALLY (CL- 10)

OPEN TO STATE EMPLOYEES ONLY - OFFICE ASSISTANT

DUTIES AND RESPONSIBILITIES:

May type a variety of materials in relation to other duties or as assigned; enters and retrieves data on computer terminals. Sets up and maintains office procedures, filing and indexing systems and forms for own use. Composes routine correspondence. Compiles and completes recurrent technical, statistical or financial reports requiring judgment in the selection and presentation of data (format). Provides general information and referral services in response to citizen complaints or questions regarding an agency's services or authority; responds to inquiries from other work units or departments/agencies; applies agency policies and state statutes and regulations in determining case status or responding to requests for procedural assistance; may lead lower level employees in carrying out assigned clerical functions. Maintains calendars of due dates and initiates recurring work or special clerical projects accordingly; processes a variety of documents in determining routine case status; exercises discretion in choosing appropriate follow through procedures within defined guidelines including assembling and reviewing incoming materials for accuracy, completeness and conformance to established guidelines and agency policy and procedures.

**MINIMUM QUALIFICATIONS REQUIRED
KNOWLEDGE, SKILL AND ABILITY**

Knowledge of office systems and procedures including proper telephone usage and filing; oral and written communication skills; skill in performing arithmetical computations; basic interpersonal skills; ability to perform a full range of clerical tasks; ability to operate office equipment which may include word processors, computer terminals or other automated equipment; ability to schedule and prioritize workflow; ability to read and interpret complex instructions.

EXPERIENCE AND TRAINING:

Two (2) years' general clerical work experience

Substitutions allowed: College training may be substituted for the General Experience on the basis of fifteen 15-semester hours equaling six- (6) month's experience.

Note: Candidates applying for the job classification level of Office Assistant must have taken and passed the Office Assistant Exam and be on the current Certification List promulgated by the Department of Administrative Services for this classification. State employees currently holding the title of Office Assistant or those who have previously attained permanent status in the Office Assistant job classification may apply for lateral transfer.

OPEN TO THE PUBLIC – CLERK TYPIST

DUTIES AND RESPONSIBILITIES:

- **TYPING:** Using a typewriter, word processor or other automated equipment; types a variety of materials from rough copy or dictating machine including correspondence, memos, reports, forms, applications, bills and other documents and records; reviews and corrects drafts for compliance with originals; enters and retrieves data on computer terminals.
- **FILING:** Maintains logs; sets up and maintains records and files according to established procedures; (e.g., alpha, numeric or chronological order); searches files for information.

OPEN TO THE PUBLIC - CLERK TYPIST

DUTIES AND RESPONSIBILITIES:

(Continued)

- **CORRESPONDENCE:** Sends out standard form letters making minor revisions or additions
- **REPORT WRITING:** Compiles information from standard sources and prepares reports
- **INTERPERSONAL:** Answers phone, relays calls and takes messages; receives and directs visitors; handles routine requests for information, procedural guidelines or assistance over the telephone or in person; (e.g. counter, reception and/or information desk).
- **PROCESSING:** Receives, sorts and distributes mail; performs a variety of basic processing tasks (e.g., sorts, numbers, codes and files materials), reviews materials for accuracy and completeness (ensures categorical information is completed as required), makes changes per instructions or as authorized, verifies information through cross-referencing of existing computer and/or manual files or inquiries by phone or form letter to sender or other work units; does routine posting to ledgers, account books or other records; receives payments for licenses, bills, applications, fines and fees, etc.; prepares, totals and balances receipts; prepares cash transmittal/deposit slips; types and prepares purchase requisitions, orders or billing invoices according to established procedures; assists in or maintains inventory and orders supplies; performs related duties as required.

MINIMUM QUALIFICATIONS REQUIRED KNOWLEDGE, SKILL AND ABILITY

Knowledge of office procedures including proper telephone usage and filing; knowledge of spelling, punctuation and grammar; skill in typing a variety of materials at a net speed of 40 wpm; basic interpersonal skill; basic oral and written communication skills; basic skill in performing arithmetical computations; ability to operate office equipment, which may include word processors, computer terminals or other automated equipment; ability to perform basic clerical tasks such as coding, sorting, alphabetizing and numeric ordering.

EXPERIENCE AND TRAINING: Six (6) months as a Typist or its equivalent.

SUBSTITUTION ALLOWED: Graduation from high school with coursework in typing.

Note: *These positions may be filled by candidates who are eligible for appointment as an Office Assistant, or they may be under-filled at the level of Clerk Typist, or the positions may be filled by mandatory candidates from existing Reemployment and SEBAC lists to whom we are obligated to give priority consideration.*

APPLICATION PROCEDURE: Candidates should forward a State Employment Application (PLD-1), which can be downloaded from the State of Connecticut's Department of Administrative Services Website at www.das.state.ct.us/exam/default.asp#APPLICATION_FORMS. Candidates should forward the application by November 30, 2006 to:

LYNN GELZHEISER, PRINCIPAL HUMAN RESOURCES SPECIALIST
Department of Social Services
925 Housatonic Avenue
Bridgeport, Connecticut 06606
FAX: 203-579-6998

NOTE: *The Department of Social Services thanks all applicants, but advises that only those selected for interviews will be contacted. Thank you for your interest.*

An Equal Opportunity / Affirmative Action Employer

The State of Connecticut is an Equal Opportunity / Affirmative Action Employer and strongly encourages the applications of women, minorities and persons with disabilities.